

November 2006

Winning Customers with Less Product - UK

The last couple of decades have clearly witnessed a period of major structural change that has affected all sectors of the financial services market. Deregulation, allied with the advent of new technology, has resulted in a sharp intensification in competitive pressures right across the industry as the historic lines of ...

August 2006

Family, Parenthood and the Management of Finances - UK

Consumer research consistently shows that family members are a prime source of information and advice for consumers when they come to make important financial decisions. For the first time, therefore, Mintel exclusively examines the role of family, and in particular parents, in influencing people's attitudes towards money and ...

May 2006

Treating Customers Fairly: What is Fair in the Consumer's Eye? - UK

Over the past few years, issues surrounding the fair treatment of customers have increasingly come to the fore within the financial services industry. This rise in prominence has been driven by a combination of factors, including the growth in consumerism, a general shift to customer-centric strategies in the face of ...

February 2006

Products that don't sell: What customers turn down and why - UK

This report aims to provide analysis and assessment of the key issues that are likely to determine why some products might not be selling in large volumes, and



FS: Lifestyles - UK

consider what opportunities there may be to increase sales of these products.